

**TEXAS VETERANS COMMISSION**  
**Stephen F. Austin Building**  
**1700 N. Congress - Suite 800**  
**Austin, Texas 78711**  
**(512) 463-1295**

**Veterans Service Representative I**  
**Disabled Veterans Outreach Specialist Program (DVOP)**  
**Salary Schedule B13**  
**\$2500.00 – \$2700.00 per month**

**Posting No:** 14-19  
**Class No:** 5104  
**Job Location:** Region IV – Gulf Coast  
**Baytown Workforce Center**

**Opening Date:** 10-18-13  
**Closing Date:** 10-28-13  
**WIT #:** 2724693

***The Texas Veterans Commission is committed to hiring Veterans and is proud to employ the highest percentage of Veterans among all state agencies.***

**GENERAL DESCRIPTION:**

Serves as a vital member of the Veterans Employment Services team. Will provide a full range of intensive services with an ***emphasis on case management***, employment, training and placement services to meet the needs of Veterans with priority given to Disabled Veterans and Special Disabled Veterans. Our Disabled Veteran Outreach Specialists conduct interviews to assess Veteran client needs, disseminate information regarding employment and training programs, and facilitate Veteran access to all workforce development programs and services. Advocates for Veterans employment and training opportunities with business, industry, and community-based organizations.

**GENERAL QUALIFICATIONS**

- Applicants must be a Veteran who served on active duty for a period of more than 180 days and was discharged or released with other than a dishonorable discharge; ***OR*** a Veteran who was discharged or released from active duty because of a service connected disability; ***OR*** an eligible persons as defined by Title 38 of the United States Code.
  - ***Preference is given for a VA compensable service connected disability. Individual desiring such preference must submit supporting VA disability documentation with the State of Texas Application in order to receive preference.***
  - ***OIF/OEF/OND Veteran strongly preferred; must submit a copy of their form DD #214 in order to receive preference.***

**JOB DUTIES INCLUDE BUT ARE NOT LIMITED TO:**

- Conducts a comprehensive assessment of training needs, education, experience, skills, interests and other relevant data to deliver the appropriate level of services and assist Veterans with barriers to employment. This includes working closely with Veterans to enhance their job search skills and efforts.
- By using a case management approach, develops, documents and maintains case management records by utilizing a on-line case management system.
- Counsels and encourages Veterans throughout their reemployment process.
- Outreaches Veterans who can benefit from specialized services, outreaches to community based organizations, employers, labor unions, Veteran service organizations and other service providers to promote Veteran employment goals and objective in finding suitable employment.
- Refers and job develops Veterans to employment opportunities based on qualifications consistent with employer requirements.
- Conducts and participates in workshops that assist Veterans in job search activities including resume writing, interviewing, etc.
- May make presentations to groups.
- May enter and retrieve information to/from computer systems (WorkinTexas.com, TWIST, etc).
- General personal computer, Microsoft Windows and Microsoft office experience preferred.
- Travel may be required at least 10% of the time for work related functions.
- Work hours other than 8-5 may be required.
- Performs related work as assigned.

## GENERAL QUALIFICATION GUIDELINES

### Education and Experience

- Experience in interviewing, assessment, job placement, retention and counseling work of Veterans and other eligibles. Graduation from an accredited four-year college or university with major course work in the social work/social sciences or a related field is generally preferred. Experience and education may be substituted for one another. **If substituting education for experience, a copy of college transcripts must accompany the application.**
- A valid Texas driver's license is required
- Knowledge of the English language sufficient to compose correspondence, summarize information and write case narratives

### Knowledge, Skills and Abilities

- Knowledge of the English language sufficient to compose correspondence, summarize information and write case narratives.
- Knowledge of counseling techniques, assessments, career planning and interviewing techniques.
- Knowledge of community resources and supportive services.
- Knowledge of case management principles, standards and methods
- Ability to assess Veteran needs and to coordinate Veteran services.
- Ability to organize, monitor, document and follow-up with case managed clients
- Skill in the operation of computers and in applicable computer software.
- Ability to establish and maintain effective public contacts; to demonstrate sensitivity towards persons whose behavior, attitudes, and/or cultural background are different from one's own; to treat customers with courtesy and respect; to identify the needs, strengths, and weaknesses of others; to use tact and diplomacy when providing suggestions to customers.

### Of Special Note:

***Veterans, Reservist or Guardsmen with an MOS or additional duties that fall in the fields of recruiting and retention, Human Resources, or other related fields pertaining to the minimum experience requirements may meet the minimum qualifications for this position. Please call Angelia Thompson, Administrative Assistant, at (832) 681-2566 with questions or for additional information.***

***As the State Approving Agency for Texas, the Texas Veterans Commission has approved this position for VA educational benefits. Qualifying Veterans, reservists and dependents eligible under the Montgomery GI Bill may receive monthly VA educational benefits during their 12 months of on-the-job-training.***

### How to Apply:

***Applications may be requested from the*** downloaded from the Texas Veteran Commission website:  
[www.tvc.texas.gov/tvc/TVC-Career-Opportunities.aspx](http://www.tvc.texas.gov/tvc/TVC-Career-Opportunities.aspx)

***Only mailed applications will be accepted to the*** Texas Veterans Commission, Attn: Angelia Thompson,  
Administrative Assistant, P.O. Box 22777, Houston, Texas 77227-2777  
Application must be postmarked by the closing date in order to be considered for this posting.

**Resumes will not be accepted in lieu of State Applications.**

**This position has been designated as a security sensitive position.**

**A criminal background investigation will be completed on the final candidate for this position.**

### **An Equal Employment Opportunity Employer**

The Texas Veterans Commission does not discriminate on the basis of race, color, religion, sex, national origin, age or disability in employment or the provision of services.